

<b>NAME:</b> Merry Crotts	<b>Responsible Party:</b> Larry Crotts	<b>Interview Type:</b> Discharged Client	<b>Avg. Rating:</b> 10.00/10.00
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**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
10	10	10

**What was the reason for discontinuing services with [Plan Life Care, LLC]?**

*I discontinued services because Merry got well. She broke her ankle and needed help.*

**Outcomes**

<b>How likely are you to recommend [Plan Life Care, LLC] to others?</b> <i>I would tell someone that the people from Plan Life Care were good people and we were satisfied.</i>	10
<b>How would you rate the impact of the services on your daily life?</b> <i>The caregiver was really good and did everything we needed. She made my loved one's life easier by doing the things she couldn't do.</i>	10

**Caregiver Satisfaction**

<b>How would you rate your caregivers' work ethic?</b> <i>Angelica's showed good work ethic by being on time and being attentive and she stayed busy.</i>	10
<b>How would you rate the ability of your caregivers to provide the care needed?</b>	10
<b>How would you rate the compassion of your caregivers?</b> <i>Angelica showed compassion by being very nice. She was very concerned and attentive to our needs.</i>	10

**Office Staff Satisfaction**

<b>How satisfied were you with the communication and overall helpfulness of the office staff?</b> <i>We did not have a whole lot of communication because it was not necessary. Angelica would communicate with the office staff for us.</i>	N/A
<b>How well were the caregivers matched with your needs and preferences?</b> <i>Angelica was very personable and upbeat. She was a real joy to have around.</i>	10

**What is one thing [Plan Life Care, LLC] could have done to improve your satisfaction with their services?**

*I cannot think of anything for Plan Life Care to improve. I really haven't thought about it.*

**Consent to use feedback for marketing purposes**

Yes